QFlow Systems

GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

QFlow Systems, LLC

9317 Manchester Rd
Rock Hill, MO 63119
(P) 314-968-9906 (F) 314-968-0670
https://www.qflow.com
Contract Administrator: Timothy D Koehler, tim.koehler@qflow.com

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology & Office Management

Contract Number: **47QTCA22D000Q**
Period Covered by Contract: **October 12, 2021 through October 11, 2026**
Business Size: Small Business

Pricelist current through Modification **#PS-0003** dated **June 27, 2022**.

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: http://www.GSAAdvantage.gov.

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

CUSTOMER INFORMATION:

1. **Awarded Special Item Number(s):**

SIN	Description
54151S & 54151SRC	Information Technology Professional Services
518210ERM	Electronic Records Management Solutions
511210	Software Licenses
OLM & OLMRC	Order-Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 5.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.

2. **Maximum Order:** For SIN 54151S & SIN 511210 - $500,000
   For SIN 518210ERM - $1,000,000
   For SIN OLM - $250,000

3. **Minimum Order:** $100

4. **Geographic Coverage:** Worldwide

5. **Point of Production:**   QFlow Systems, LLC.
   9317 Manchester Road
   St. Louis, MO 63119

6. **Prices Shown Herein are Net** (discount deducted) Other special discounts: Government Educational Institutions are offered the same discounts as other Government customers.

7. **Quantity Discount:** None

8. **Prompt Payment Terms:** Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **Foreign Items:** None

10. **Time of Delivery:** QFlow Systems, LLC shall deliver or perform services in accordance with the terms negotiated in an agency's order.

10b. **Expedited Delivery:** Consult with Contractor

10c. **Overnight/2-Day Delivery:** Consult with Contractor

10d. **Urgent Requirements:** Consult with Contractor

11.   FOB Point: Destination

12a. Ordering Address: QFlow Systems, LLC.
9317 Manchester Road
St. Louis, MO 63119

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13.   Payment Address: QFlow Systems, LLC.
9317 Manchester Road
St. Louis, MO 63119

14. Warranty Provisions: Contractor's Standard Warranty

15. Export Packing charges: Not applicable

16. Terms and conditions of rental, maintenance, and repair: Not applicable

17. Terms and conditions of installation: Not applicable

18.   Terms and conditions of repair parts: Not applicable

28a. Terms and conditions for any other services: Not applicable

19.   List of service and distribution points: Not applicable

20.   List of participating dealers: Not applicable

21.   Preventive maintenance: Not applicable

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

22b. QFlow Systems, LLC has Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

23.   Unique Entity Identifier (UEI) Number: WQ6LYMJPZ3V5

24. QFlow Systems, LLC is registered in the System for Award Management (SAM) database.

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GSA HOURLY RATES
SIN 54151S & 518210ERM

SINs	Labor Category	Year 1 10/12/21 - 10/11/22	Year 2 10/12/22 - 10/11/23	Year 3 10/12/23 - 10/11/24	Year 4 10/12/24 - 10/11/25	Year 5 10/12/25 - 10/11/26
54151S 518210ERM	Database Administrator	$192.44	$195.14	$197.86	$200.64	$203.45
54151S 518210ERM	Enterprise Application Architect	$216.50	$219.53	$222.60	$225.72	$228.88
54151S 518210ERM	IT Customer Success Manager	$168.39	$170.75	$173.14	$175.56	$178.02
54151S 518210ERM	IT Customer Success Specialist	$72.17	$73.18	$74.20	$75.24	$76.29
54151S 518210ERM	Program Manager II	$240.55	$243.92	$247.34	$250.80	$254.31
54151S 518210ERM	Project Manager	$136.97	$138.88	$140.83	$142.80	$144.80
54151S 518210ERM	Subject Matter Expert	$216.50	$219.53	$222.61	$225.72	$228.88
54151S 518210ERM	Systems Analyst/Programmer I	$113.71	$115.30	$116.92	$118.56	$120.22
54151S 518210ERM	Systems Analyst/Programmer II	$137.24	$139.16	$141.11	$143.09	$145.09
54151S 518210ERM	Systems Analyst/Programmer III	$192.44	$195.14	$197.87	$200.64	$203.45
54151S 518210ERM	Systems Engineer I	$120.28	$121.96	$123.67	$125.40	$127.16
54151S 518210ERM	Systems Engineer II	$137.24	$139.16	$141.11	$143.09	$145.09
54151S 518210ERM	Technical Writer	$60.94	$61.79	$62.66	$63.53	$64.42

QFlow Systems

GSA Product Pricing
SINs 518210ERM & 511210

SINs	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	Commercial Price
518210ERM 511210	QFS-QADM001	Term Software Q-Action Document Management	Term Software-Q-Action Named User Subscription Licensing that includes the base Q-Action Document Management Module.	$987.41
518210ERM 511210	QFS-QAWF001	Term Software Q-Action Workflow Management	Term Software-Q-Action Named User Subscription Licensing that adds the Q-Action Workflow Management Module to the base Q-Action Document Management Module.	$464.59
518210ERM 511210	QFS-QARM001	Term Software Q-Action Records Management	Term Software-Q-Action Named User Subscription Licensing that adds the Q-Action Records Management and Disposition Workflow to the base Q-Action Document Management Module.	$493.70
518210ERM 511210	QFS-QADFE001	Term Software Q-Action Digital Foundation Enterprise	Term Software-Q-Action Named User Subscription Licensing that includes Q-Action Document Management, Q-Action Workflow Management, and Q-Action Records Management Modules.	$1,481.11
518210ERM 511210	QFS-SCAA001	Term Software Q-Action Scanner Add-On	Term Software-Q-Action license for connecting a scan station to Q-Action for scanning and import.	$7,330.86
518210ERM 511210	QFS-QASM001	Term Software Q-Action Named User Subscription Maintenance Licensing Year 1	Term Software-Standard maintenance services include technical support services for covered Q-Action system software. QFlow Systems will act as a single point of contact for all Q-Action system software problems or questions. When a problem is reported, QFlow will work with the customer to resolve the issue. Standard maintenance services also include the right to new software versions for covered Q-Action products. New software versions include major and minor releases, patches, and bug fixes.	19% Original License Cost
518210ERM 511210	QFS-QASM002	Term Software Q-Action Named User Subscription Maintenance Licensing Year 2	Term Software-Standard maintenance services include technical support services for covered Q-Action system software. QFlow Systems will act as a single point of contact for all Q-Action system software problems or questions. When a problem is reported, QFlow will work with the customer to resolve the issue. Standard maintenance services also include the right to new software versions for covered Q-Action products. New software versions include major and minor releases, patches, and bug fixes.	24% Original License Cost

Database Administrator

Functional Responsibilities:

- Provide database support to all members of the project team.
- Oversee database analysis, conversion loads, reorganizations, verifications, and recoveries.
- Analyze and determine informational needs and elements, data relationships and attributes, proposed manipulation, data flow, storage requirements, data output, and reporting capabilities.
- Define logical attributes and inter-relationships and design data structures to accommodate database production, storage, maintenance, and accessibility.
- Test applications utilizing database management software or general programming software.
- Install, implement, and support highly complex systems within the user base.
- Review logical and physical design of existing databases and make recommendations for modifications to ensure optimum operation efficiency.
- Monitor the production operational databases for the purpose of identifying problems of database availability and efficiency.

Minimum Education: Bachelor's Degree.
Minimum Experience: Five (5) years of relevant experience.

Enterprise Application Architect

Functional Responsibilities:

- Participate in the analysis, design, and integration of information systems and Commercial-Off-The-Shelf (COTS) software.
- Develop the overall vision that underlies the projected solution and transforms that vision through execution into the solution.
- Participate at the time of project inception and contribute to the Functional Analysis of developing the initial requirements and remain involved throughout the duration of the project.
- Architect, design, and develop integrated solutions to achieve client and company business goals.
- Lead others in the definition of project scope, plans, and deliverables including cost projections and proposed implementation dates.
- Provide high-level architectural expertise to managers and technical staff.
- Lead projects through the Software development process or SDLC and perform in a variety of different roles in that life cycle.
- Share and communicate orally and in writing, to executive staff, business sponsors, and technical resources in clear concise language.

Minimum Education: Bachelor's Degree.
Minimum Experience: Seven (7) years of relevant experience.

IT Customer Success Manager

Functional Responsibilities:

- Has overall responsibility for customer success staff and the proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Assign personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Creates and manages escalation procedures and ensures service levels are maintained.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identifies, researches, and resolves complex technical problems.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks. A wide degree of creativity and latitude is expected.

Minimum Education: Associate's Degree.
Minimum Experience: Five (5) years of relevant experience.

IT Customer Success Specialist

Functional Responsibilities:

- Perform proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Work with internal and external customers to gain an understanding of their business requirements.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Provide first line of support services for Imaging and Document Management Systems including all hardware and software components.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identify, research, and resolve complex technical problems.
- Perform a variety of tasks. A wide degree of creativity and latitude is expected.

Minimum Education: Associate's Degree.
Minimum Experience: One (1) year of relevant experience.

Program Manager II

Functional Responsibilities:

- Organize, direct, and manage system development projects, involving multiple, and complex and inter-related project tasks.
- Manage and coordinate activities of multiple project teams to ensure success.
- Manage and maintain customer partnership and serves as single point of contact for senior levels of the customer organization for project schedules, pricing, and issue resolution.
- Meet with customer to formulate and review task plans and deliverable items. Ensure conformance with program task schedules and costs.

Minimum Education: Bachelor's Degree.

Minimum Experience: Ten (10) years of relevant experience.

Project Manager

Functional Responsibilities:

- Manage system development projects.
- Work with customers to understand business requirements.
- Coordinate activities of the project team to ensure success of systems integration projects.
- Serve as single point of contact for customers for project schedules, project documentation, project activities, pricing and invoices, and other issue resolution.
- Develop functional requirements and create functional specifications as needed.
- Implement QFS' comprehensive project methodology and operating procedure for application development projects.
- Perform Quality Assurance (QA) checks on project deliverables.
- Ensure project deadlines and milestones are met.

Minimum Education: Bachelor's Degree.

Minimum Experience: Seven (7) years of relevant experience.

Subject Matter Expert

Functional Responsibilities:

- Serve as Subject Matter Expert (SME), possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the related sciences.
- Provide technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation.
- Participate, as needed, in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Apply principles, methods, and knowledge of the functional area of capability to difficult and narrowly defined technical problems to arrive at automated solutions.
- Explain recommendations to decision-makers in terms that permit decisions.
- Perform studies and analyses on subjects within the technical scope of work.

Minimum Education: Bachelor's Degree.

Minimum Experience: Seven (7) years of relevant experience.

Systems Analyst/Programmer I

Functional Responsibilities:

- Work with customers and project team members to understand business requirements.
- Assist in the development of functional requirements and creation of functional specifications.
- Assist in the development and documentation of technical system design for applications.
- Perform logical database normalization and design.
- Design, develop, test, and document application program modules.
- Meet project deadlines for assigned tasks.
- Follow QFlow Systems' development methodology and project practices.

Minimum Education: Bachelor's Degree.

Minimum Experience: One (1) to three (3) years of relevant experience.

Systems Analyst/Programmer II

Functional Responsibilities:

- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers' functional requirements and create functional specifications design documents.
- Develop and document the technical systems design for applications.
- Supervise development and testing of application program modules.
- Develop, test, and document complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

Minimum Education: Bachelor's Degree.

Minimum Experience: Two (2) to five (5) years of relevant experience.

Systems Analyst/Programmer III

Functional Responsibilities:

- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers' functional requirements and create functional specifications design documents.
- Lead the development of the technical systems design for applications.
- Lead the development, testing, and documentation of complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

Minimum Education: Bachelor's Degree.

Minimum Experience: Eight (8) years of relevant experience.

Systems Engineer I

Functional Responsibilities:

- Assist with requirements studies for Document Management and Records Management Systems.
- Assist with the design, install, and configuration of Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems' proven development methodology and project practices.

Minimum Education: Bachelor's Degree.
Minimum Experience: Two (2) years of relevant experience.

Systems Engineer II

Functional Responsibilities:

- Survey technical infrastructures and make recommendations regarding enterprise-wide systems and network architectures to meet organization-wide requirements.
- Coordinate the delivery, installation, and configuration of hardware, operating systems, software, and network components for enterprise-wide systems.
- Perform requirements studies for Document Management and Records Management Systems.
- Design, install, and configure Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems' proven development methodology and project practices.

Minimum Education: Bachelor's Degree.
Minimum Experience: Five (5) years of relevant experience.

Technical Writer

Functional Responsibilities:

- Develop user, reference, and procedure manuals for computer systems.
- Design and maintain written style guides and templates for various documents.
- Assist in the development of functional specification documents.
- Follow QFS development methodology and project practices.
- Provide management reports and updates on project status.

Minimum Education: Bachelor's Degree.
Minimum Experience: One (1) year of relevant experience.

Experience & Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree	**Experience**
Associate's	High School/GED + 2 years relevant experience
Bachelor's	Associate's degree + 2 years relevant experience or High School/GED + 4 years relevant experience
Master's	Bachelor's + 2 years relevant experience or Associate's degree + 4 years relevant experience or High School/GED + 6 years of relevant experience
Doctorate	Master's + 2 years relevant experience or Bachelor's + 4 years or Associate's + 6 years relevant experience or High School/GED + 8 years relevant experience